

Professional and Managerial Branch  
Water Utilities Administration Group  
General administration Series

E.P.W.U. HUMAN RESOURCES MANAGER

6/97

### *Summary*

Under general direction, manage Water Utilities personnel administration Division.

### *Typical Duties*

Plan, develop and implement department-wide policies, goals and standards for personnel administration, risk management, safety and training. Involves: formulating proposed new and changed personnel policy statements and work rules consistent with applicable Civil Service Charter and employment laws; establishing work priorities and schedules on a cooperative basis; conducting personnel research studies to determine ethics, efficiency and effectiveness of personnel operations; devising and developing methods and techniques to minimize losses from accidents and injuries; analyzing frequency, potential severity and potential financial impact of risks; researching training needs and designing employee development programs to meet department performance standards and goals.

Direct and personally perform day-to-day personnel services. Involves: acting as custodian of departmental personnel records to safeguard confidentiality and ensure accuracy in recording of employee status, payroll and recordkeeping related to personnel actions such as performance reviews, promotions, merit increases, service awards, grievances, transfers, disciplinary actions, demotions, and terminations; investigating and making recommendations regarding such issues as employee appeals or grievances, disciplinary actions and voluntary or involuntary separations; informing employees of job reassignment alternatives and available alcohol, substance abuse or other counseling programs; mediating or counseling employees and managers on settlement of disputes; coordinating safety awareness and inspection programs; negotiating or approving settlement of property damage and personal injury claims against the Water Utilities; overseeing administration of worker's compensation program and related case management; installing and applying procedures to recommend training program participants, track trainee progress, recognize acceptable completion, assess instructors, evaluate program results, and approve vendor fee payments; conducting supervisor and employee conferences, orientations, and training sessions on productivity and quality goals, operating or service missions, regulatory compliance, and general or specialized job skills; ensuring supervisors conduct meaningful employee evaluations according to Civil Service Commission mandates, and advising management on use of appraisals to aid in effective use and growth of employees.

Act as liaison between the Water Utilities and the City's Personnel Department regarding relevant Civil Service functions. Involves: representing the General Manager at meetings, negotiations and conferences with other City departments and outside agencies; representing the Utility in employee appeals hearings; investigating and responding to grievances and Equal Employment Opportunity Commission charges; conferring and advising the General Manager, division and section managers on personnel, organizational and administrative matters.

Supervise designated exempt and nonexempt supervisory and non-supervisory professional, technical, administrative and clerical personnel. Involves: maintaining harmonious management-employee relations; scheduling, assigning, instructing in and guiding, and checking work; conducting or arranging for employee training and development; appraising performance and reviewing appraisals of subordinate supervisors; effectively participating in hiring and terminating, counseling, disciplining or changing status of subordinates; enforcing personnel rules and regulations including those pertaining to standards of conduct, attendance, safety and work practices.

Perform related professional and managerial duties as assigned. Involves: substituting for subordinates during temporary absence to maintain continuity of services and operations, or for coworkers regarding designated issues, if assigned; reviewing and making recommendations on annual budget requests for personnel; preparing annual budget for the division; maintaining records and preparing reports. carrying out special directives of the General Manager; reviewing and approving acquisition and use resources such as facilities, equipment and materials; maintaining awareness of federal, state and local laws, rules and regulations impacting department administrative practices and procedures.

### *Minimum Qualifications*

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration, Industrial Relations, Human Resources Management, Psychology, Sociology or related field and six (6) years of progressively responsible professional personnel or general administrative experience, including three (3) years managerial experience in a large complex utility or municipal operating organization; or and equivalent combination of training and experience.

Knowledge, Skills and Abilities: Comprehensive knowledge of principles, practices, methods and techniques of public personnel administration. Considerable knowledge of: federal, state and local laws, ordinance and regulations

governing personnel operations; supervisory techniques; public water and sewer utility operations. Good knowledge of: principles and practices of risk management; worker's compensation laws and practices.

Ability to: plan, direct and manage personnel administration functions; develop and monitor personnel risk management, safety and training programs; resolve employee-employer conflicts and/or personnel related issues; resolve and negotiate property damage and personal injury claims; conduct personnel research and other studies relevant to the position and prepare appropriate recommendations; establish and maintain effective working relationships with fellow employees, City officials and the public; ability to express oneself clearly and concisely, both orally and in writing; supervise, train and evaluate assigned personnel.

Skill in care and safe operation of: a motor vehicle through City traffic; personal computers and software including word processing, spreadsheets, database and graphics.

Physical Requirements: occasional exposure to weather and other adverse working conditions and mobility over uneven terrain when conducting investigations at diverse work sites.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent issued by another state.

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Director of Personnel

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Department Head

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